



Donald L. Plusquellic,
Mayor

CITY OF AKRON, OHIO

DIVISION OF PURCHASING
ROOM 501 MUNICIPAL BUILDING
166 S. HIGH STREET
AKRON, OH 44308

Invitation to Bid

FOR FURNISHING

CUSTODIAL SERVICES AT LAWTON STREET COMMUNITY CENTER

INVITATION NO. CSLSCC/13

DATED February 15, 2013

SEALED BIDS SUBJECT TO THE TERMS AND CONDITIONS SET FORTH HEREIN FOR THE PURCHASE OF ITEM AND/OR ITEMS LISTED IN THIS INVITATION WILL BE RECEIVED UNTIL THE TIME, DATE, AND THE PLACE INDICATED BELOW, AND THEN PUBLICLY OPENED.

TIME OF OPENING 10:00 a.m.

DATE OF OPENING Tuesday, March 5, 2013

PLACE OF OPENING ROOM 501 MUNICIPAL BUILDING

166 S. HIGH STREET, AKRON, OHIO

BID DEPOSIT None IS REQUIRED

PERFORMANCE BOND 10% of first year, to be renewed annually

ORDINANCE NO. 353-2012

LEGAL NOTICE REQUIRED February 18 & 25, 2013

PRE-BID MEETING: THERE WILL BE A MANDATORY PRE-BID MEETING TUESDAY FEBRUARY 26, 2013 AT 9:00 A.M. AT THE LAWTON STREET COMMUNITY CENTER, 1225 LAWTON ST., AKRON, OHIO WITH DAWN STIGGERS-FERGUSON, 330-375-2825.

DIVISION OF PURCHASING

Beacon Journal

INVITATION TO BID

Sealed bids will be received by the City of Akron at the Purchasing Office, 501 Municipal Bldg., 166 S. High Street, Akron, OH 44308, until 10:00 a.m., local time Tuesday, March 5, 2013 for:

CUSTODIAL SERVICES AT LAWTON STREEET COMMUNITY CENTER

(MANDATORY pre-bid meeting Tuesday, February 26, 9:00 a.m., at the Lawton Street CC, 1225 Lawton St., Akron, Oh)

Specifications, which include compliance with City Ordinance No. 616/1970, Equal Employment Opportunity of Public Contracts, MAY BE OBTAINED, AT NO CHARGE, AT THE PURCHASING OFFICE, **BY DOWNLOADING THEM AT www.akronohio.gov/Purchasing**, OR BY CALLING (330) 375-2179. WE WILL NOT FAX COPIES OF BIDS.

The City of Akron, through its duly authorized constituted officials, reserves the right to reject any, part or any of all bids, to waive informality in any bid and to hold all bids for a period of 90 days before acceptance.

Persons with disabilities needing assistance are asked to contact Billy Soule, Assistant to the Mayor for Community Relations, 166 S. High Street, Room 200, Akron, Ohio 44308 (voice) 330-375-2189, (TDD) 330-375-2345, at least seven (7) days in advance.

PUBLISH: February 18 & 25, 2013 By order of the City of Akron

Jerry Roberts, C.P.M.
Purchasing Agent

Donald L. Plusquellic,
Mayor

Please bill for this ad against Purchase Order #P1204832.

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DATE TYPED February 15, 2013
DUE DATE/DIRECT INQUIRY March 5, 2013
DIRECT BUYER Kathy Smith
PHONE: (330)375-2061

CITY OF AKRON
PURCHASING OFFICE ROOM 501
166 S. HIGH ST.
AKRON, OH 44308

SEALED BID - INVITATION AND INSTRUCTIONS TO BIDDERS

DUE DATE – TUESDAY, March 5, 2013 - 10:00 A.M.

CUSTODIAL SERVICES AT LAWTON STREET COMMUNITY CENTER

1. PURPOSE OF BID

The City of Akron intends to secure a source of supply for the below mentioned item at the lowest and best responsible price, with early and satisfactory manufacture, and prompt and convenient shipment by the supplier to the City. Any failure on the part of the supplier to comply with the ensuing conditions and specifications shall be reason for termination of contract.

2. BID REQUEST

Please submit a bid for furnishing CUSTODIAL SERVICES AT LAWTON STREET COM. CENTER, over A 36 month period, from 4/1/13 to 4/1/16, if you can guarantee the price for such a 36 month period, allowing for a 30 day cancellation notice by the City only, and the vendor making no claim for damages or additional compensation by reason of such cancellation by the City.

3. ACCEPTANCE OF MATERIAL

The material delivered under this bid shall remain the property of the seller and not be paid for until a physical inspection and actual usage of this material is made, and thereafter accepted to the satisfaction of the City and must comply with the terms herein and be fully in accordance with specifications of the highest quality. In the event the material supplied to the City is found to be defective or does not conform to the specifications, the City reserves the right to cancel the order upon a 30 day written notice to the supplier, return the product to seller at the seller's expense, and refuse to pay until specifications are conformed with.

4. AFFIRMATIVE ACTION PROGRAM

Bidder must complete the attached E.E.O. Report, and return it with the bid to the satisfaction of the City's E.E.O. Officer. This information is essential to avoid delaying the award process. Time extensions for submitting this form only are allowable on request. **If downloading the specifications, you must click on the E.E.O. link to download the form separately. PLEASE DO NOT STAPLE OR BIND THIS FORM TO YOUR BID.**

5. ALTERNATES TO THE REQUEST

Alternate quotes or deviations from the specifications must be identified as an alternate quote or deviation from the specification. The bidder will note in writing any exceptions to the conditions of this bid. Exceptions to Bid Conditions will be attached to the bid. If no exceptions are stated, it will be understood that all general and specific conditions will be complied with, without exception.

6. ASSIGNMENT OF CONTRACTUAL RIGHTS

It is agreed that the successful bidder will not assign, transfer, cancel, convey, or otherwise dispose of the contract or its right, title or interest in or to the same, or any part thereof, without previous written consent by the City and any sureties.

7. BID BOND AND PERFORMANCE BOND

Pursuant to Section 34.09 of the Code of Ordinances of the City of Akron, Ohio, 1978, the Purchasing Agent has determined that a bid bond is not required.

The successful bidder only will be required to provide a performance bond in the amount of 10% of the amount of the first year of the contract, and MUST be renewed annually. All bonds are at the bidder's expense.

This signed bid shall be considered an offer on the part of the contractor, which offer shall be deemed accepted upon approval by the City Board of Control, or the issuance of a purchase order and in case of a default on the part of the contractor after such acceptance, the City of Akron, Ohio, may take such action as it deems appropriate including legal action of damages or specific performance.

8. BRAND NAMES – NO APPLICABLE

9. COLLUSION CLAUSE

Any evidence of agreement or collusion among bidders and prospective bidders acting to illegally restrain freedom of competition by agreement to be a fixed price, or otherwise, will render the bids of such bidders void.

Advance disclosures of any information to any particular bidder which gives that particular bidder an advantage in regard to being awarded the contract, in advance of the opening of bids, whether in response to advertising or an informal request for bids, made or permitted by a member of the governing body or an employee or representative thereof, will operate to void all bids of that particular bid solicitation.

10. COPYRIGHTS OR PATENT RIGHTS

Bidder warrants that there has been no violation of copyrights or patent rights in manufacturing, producing, or selling the goods shipped or ordered as a result of this bid, and agrees to hold the City harmless from any and all liability, loss, or expense occasioned by any such violation.

11. COMPLETION SCHEDULE

Guarantee completion per your bid. Desired completion time is AS PER THE ATTACHED SPECIFICATIONS.

Purchaser reserves the right to cancel such orders or any part thereof, without obligations if delivery is not made at the time(s) specified on your bid form.

12. DELIVERY POINT

All items shall be delivered F.O.B. to destination as specified on pricing page, and delivery costs and charges (if any) will be included in the bid price. Failure to do so may be cause for rejection of the bid.

13. DISCOUNTS

Discounts for prompt payment offered may be taken into consideration during bid evaluation. Terms of payment offered will be reflected in the space provided on the bid form. All terms of payment (cash discounts) will be taken and computed from the date of receipt of invoice, or receipt of material, whichever is later.

14. DISQUALIFICATION OF BIDDERS

Bidders may be disqualified and rejection of bids may be recommended to the City for any of (but not limited to) the following causes:

1. Failure to use the bid form furnished by the City.
2. Failure to return bids in either the envelope furnished by the City, or in another envelope with the following information **clearly** marked on the outside: bid title, opening date, and the words SEALED BID.
If a sample is

required, bidder must either include it in furnished envelope, or submit it separate from the bid in an envelope that is clearly marked as stated above.

The City will not be responsible for misdirected bids that are submitted in any package or container other than the furnished envelope, that is not clearly marked as stated above.

3. Lack of signature, in ink, by an authorized representative on the bid form.
4. Failure to properly complete the bid.
5. Evidence of collusion among bidders.
6. Unauthorized alteration of bid form.
7. Failure to initialize any errors.
8. Failure to have all prices typewritten or in ink.
9. Faxed Sealed Bids will not be accepted.
10. Failure to attend any Mandatory Pre-Bid meeting(s).
11. We will not fax copies of bids. Bids must either be picked up, mailed, or downloaded from our website.
12. Failure to return E.E.O. Report with bid.

15. ETHICS REGULATION

Are you aware of any interest or potential interest in this contract that may be had by an individual who is connected to the City of Akron? If yes, please give the name of the individual and the nature of the interest, if known, on the pricing page where indicated.

16. FAILURE TO QUOTE

If you do not quote, please return the bid, marking it "NO BID", stating reason thereon, and request that your name be retained on our mailing list, otherwise, your name may be removed from our mailing list.

17. INDEMNITY

The successful bidder agrees, by entering into this contract, to defend, indemnify, and hold the City harmless from any and all causes of action or claims of damages arising out of or related to the bidder's performance under this contract.

18. INSURANCE REQUIREMENTS

Contractor's labor is involved in the project, so the following will be required from the successful bidder at its own expense: (a) Workman's Compensation Certificate, (b) General Liability Insurance Certificate naming the City as Additional Insured (Bodily injury and property damage combined single limit at \$1,000,000 each occurrence and \$1,000,000 aggregate), (c) Auto Liability Insurance certificate naming the City as Additional Insured (Bodily injury and property damage combined single limit at \$1,000,000 each occurrence and \$1,000,000 aggregate). Upon request, contractor shall submit copies of its insurance policies. All insurance policies and endorsements must meet the approval of the City of Akron Law Director. **In the event the cancellation of the contract is due to a lapse in insurance coverage naming the City of Akron as additional insured, the City may cancel the contract immediately. If the contractor defaults due to insurance coverage expiring, and the contract is cancelled, the City of Akron may take such action as it deems appropriate, including legal action for damages.**

19. LAWS FEDERAL/STATE/LOCAL

All bidders will comply with all Federal, state and local laws relative to conducting business in the City of Akron, but not limited to, licensing, labor and health laws. City law supersedes state laws where defined in City charter and codes.

20. LOCATION OF VENDOR

The City reserves the right to give consideration to Vendor location in determining the lowest and best responsible bidder if future warranty or administrative costs would necessitate any additional expenses that must be paid by the City.

21. LOWEST AND BEST RESPONSIBLE BIDDER (AWARD)

All bids will be awarded to the lowest and best responsible bidder. The determination of the lowest responsive and responsible bidder may involve all or some of the following factors: price, conformity to specifications, financial ability to meet the contract, previous performance, material, previous and existing compliance with related awards/laws/ordinances, availability of supply, delivery promise, terms of payment, compatibility as required, other costs, and other objective and accountable factors which are reasonable.

If the successful bidder does not execute and return all contract documents within thirty (30) days of mailing by the City, or for any reason, does not comply with any and all contract requirements within said thirty (30) day period, the City may rescind the award and recover any costs, losses or damages incurred as a result of re-bidding or re-awarding the contract, including the difference in the amount of the original award and the amount of the second award, from the company originally awarded the contract. Once this cost is determined, the company failing to comply with the contract award shall be directed to submit payment directly to the Purchasing Division to cover costs incurred by the City.

22. MINORITY BUSINESS CLAUSE

Minority business enterprises will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated on the grounds of race, color, creed, sex, or national origin in consideration for an award.

23. NOTICE OF BID RESULTS

A bid tabulation will be developed and printed after bid opening. **BID TABULATIONS WILL BE POSTED ONLINE, AT www.akronohio.gov/Purchasing, APPROXIMATELY 1-2 BUSINESS DAYS AFTER THE BID OPENING DATE, AND WILL REMAIN ONLINE FOR APPROXIMATELY THREE (3) MONTHS. PLEASE MAKE NOTE OF THIS WEB ADDRESS. BID TABULATIONS WILL NO LONGER BE MAILED OUT. HOWEVER, IF YOU WOULD LIKE A COPY OF THE BID TABULATION MAILED TO YOUR FIRM, YOU *MUST* ENCLOSE A SELF-ADDRESSED, STAMPED ENVELOPE. PLEASE DO NOT PHONE FOR THIS PRICING INFORMATION. PRICING INFORMATION IS NOT RELEASED OVER THE TELEPHONE.**

24. ON-SITE INSPECTION/PRE-BID MEETING – **SEE COVER PAGE FOR REQUIREMENTS.**

25. PRICING CLARIFICATIONS

Prices to remain firm over 12 month period of Price Agreement. (Don't invoice other than quoted price).

Prices must be stated in units of quantity specified in the specifications. In case of discrepancy in computing the amount of the bid, unit price quoted will govern.

26. PROTESTS

Any actual or prospective contractor who is allegedly aggrieved in connection with the solicitation or award of a contract may protest. The protest will be submitted in writing to the Purchasing Agent, within seven (7) days after such aggrieved person knows or should have known of the facts giving rise thereto. If the protest is not resolved by mutual agreement, the Purchasing Agent will promptly issue a decision in writing to the protestant and any other party intervening. If the protestant wishes to appeal the decision rendered by the Purchasing Agent, such appeal must be made to the City Board of Control, through the Purchasing Agent. The decision of the Board will be final. The Board need not consider protests unless this procedure is followed.

27. QUANTITY QUALIFICATIONS – NOT APPLICABLE

28. REJECTION OF BID

The City of Akron, through its duly authorized constituted officials, reserves the right to reject any, part of any, or all bids, to waive informality in any bid, to award the purchase in the best interest of the City and its Citizens, to hold all bids for 90 days before acceptance, and/or re-bid.

29. RESERVATIONS FOR REJECTION AND AWARD

The City also reserves the right to waive minor variation to specifications (interpretation of minor variances will be made by applicable City representative).

30. SAFETY STANDARDS

The bidder warrants that the product supplied to the City conforms in all respects to the standards set forth in the Occupational Safety and Health Act of 1970 and its amendments and the State of Ohio and the failure to comply with this condition will be considered a breach of contract.

31. TAXES

Municipalities are exempt from Federal Excise and State Sales Tax, but subject to State Excise Tax.

All bidders must submit their Federal Tax Identification Number on Page 11. Bids without Federal Tax I.D. Number may not be accepted.

The successful bidder will be required to sign a statement as to whether he does or does not have delinquent PERSONAL PROPERTY TAXES, as per State of Ohio Code 5719.04.2 & 5719.042; and City of Akron Income Tax as per City Code Chapter 99, and further, must complete and return a Project Subcontractor Report.

Failure of the successful bidder to be current in any required payments of income tax to Akron, and/or be current in the filing of any income tax documents required by the City of Akron's Income Tax Division, shall be cause to suspend the award to the successful bidder and/or revoke the award.

32. WAGE REGULATIONS – NOT APPLICABLE

33. LOCAL PREFERENCE – NOT APPLICABLE



DIRECTIONS TO MUNICIPAL BUILDING, 166 S. HIGH STREET

From the North I-77

Take **I-77 South** towards Akron
 Exit **Main St./Broadway** exit
 Turn Left onto **Broadway** and go North
 Turn Left onto **Bowery** and go West 1 block
 Turn Left onto **S. High St.** to **166 S. High St.**

From the South I-77

Take **I-77 North** towards Akron
 Exit **Main St./Broadway** exit
 Turn Left onto **Broadway** and go North
 Turn Left onto **Bowery** and go West 1 block
 Turn Left onto **S. High St.** to **166 S. High St.**

-OR-

From the North Rt. 8

Take **Rt. 8 South** towards Akron
 Exit **Perkins St.** exit
 Turn Right onto **Perkins St.** and go West
 Turn Left onto **S. High St.** to **166 S. High St.**

From the East I-76

Take **I-76 West** towards Akron
 Exit **Main St./Broadway** exit
 Turn Left onto **Broadway** and go North
 Turn Left onto **Bowery** and go West 1 block
 Turn Left onto **S. High St.** to **166 S. High St.**

From the West I-76

Take **I-76 East** towards Akron
 Exit **Main St./Broadway** exit
 Turn Left onto **Broadway** and go North
 Turn Left onto **Bowery** and go West 1 block
 Turn Left onto **S. High St.** to **166 S. High St.**

34. SIGNATURE

All bids must be signed with the firm name and by an officer or employee having authority to bind the company or firm by his/her signature.

The undersigned proposes to furnish service according to the terms and conditions of the attached City of Akron Specifications CSLSCC/2013 dated 4-12-13 Ordinance No. 353-2012 at the following unit prices, to wit:

BID TABULATIONS WILL BE POSTED ONLINE, AT www.akronohio.gov/Purchasing.

LABOR, MATERIAL AND EQUIPMENT TO PROVIDE CUSTODIAL SERVICES FOR THE LAWTON STREET COMMUNITY CENTER, 1225 LAWTON STREET, AKRON, OHIO, PER THE ATTACHED SPECIFICATIONS.

4-1-13 to 4-1-14 \$_____ MO. \$_____ YR.

4-1-14 to 4-1-15 \$_____ MO. \$_____ YR.

4-1-15 to 4-1-16 \$_____ MO. \$_____ YR.

PAYMENT TERMS _____

YOUR COMPLETION PROMISE: _____

PER PAGE 3, ITEM 15 – ETHICS REGULATION – ARE YOU AWARE OF ANY INTEREST OR POTENTIAL INTEREST IN THIS CONTRACT THAT MAY BE HAD BY AN INDIVIDUAL WHO IS CONNECTED TO THE CITY OF AKRON? ____YES ____NO

IF YES, PLEASE GIVE THE NAME OF THE INDIVIDUAL AND THE NATURE OF THE INTEREST, IF KNOWN: _____

DO YOU UNDERSTAND THAT IF YOU ARE THE SUCCESSFUL BIDDER, YOU MUST OBTAIN A 10% PERFORMANCE BOND, AS STATED ON PAGE 2, ITEM #7 ____YES ____NO

DO YOU UNDERSTAND THAT IF YOU ARE THE SUCCESSFUL BIDDER, YOU MUST OBTAIN A CERTIFICATE OF INSURANCE, NAMING THE CITY OF AKRON AS ADDITIONAL INSURED, AND IN THE AMOUNTS OF \$1,000,000 GENERAL LIABILITY AND \$1,000,000 AUTOMOBILE LIABILITY, AS STATED IN ITEM NO. 18? ____YES ____NO

PLEASE NOTE: THE VENDOR NAME SHOWN ON WORKERS' COMPENSATION CERTIFICATE AND THE INSURANCE CERTIFICATE MUST BE THE SAME AS SIGNED BELOW.

PLEASE NOTE: DUE TO NUMEROUS FALSE ALARM DROPS, THE CITY OF AKRON WILL NOW DEDUCT THE FALSE ALARM DROP FEE FROM THE CONTRACTOR'S MONTHLY PAYMENT. THE CONTRACTOR WILL **ONLY** BE CHARGED FOR THE FALSE ALARM FEE IF THE CITY DETERMINES IT WAS CAUSED BY THE CONTRACTOR'S NEGLIGENCE. FOR EXAMPLE, NOT BEING CAREFUL WHEN OPENING OR CLOSING DOORS, NOT MAKING SURE EVERYONE IS OUT OF THE BUILDING, RESULTING IN DOOR NOT BEING LOCKED OR PROPERLY CLOSED. DO YOU UNDERSTAND AND AGREE TO THIS STATEMENT? ____YES ____NO

HAVE YOU COMPLETED THE REQUIRED E.E.O. FORM FOR THIS BID? ___YES ___NO

IF, FOR ANY REASON, A COMPANY SUSPECTS THEY MAY NOT BE ABLE TO COMPLY WITH ANY PART OF THESE SPECIFICATIONS, SUCH AS INSURANCE REQUIREMENTS, ETC., YOU MUST STATE ANY CONCERNS YOU HAVE NOW ON YOUR BID BELOW:

IF YOU HAVE STATED CONCERNS OR ITEMS YOU MAY NOT BE ABLE TO COMPLY WITH REGARDING THESE SPECIFICATIONS, PLEASE BE ADVISED THAT THE CITY OF AKRON WILL USE THIS INFORMATION IN DETERMINING THE LOWEST AND BEST BIDDER. THE CITY OF AKRON IS NOT OBLIGATED TO WAIVE ANY APRT OF THE REQUIREMNTS AS STATED IN TH ESE BID SPECIFICATIONS.

PLEASE NOTE: THE COMPANY SIGNING THIS BID MUST BE THE SAME COMPANY THAT INVOICES THE CITY OF AKRON.

BIDDER (**LEGAL** NAME OF COMPANY) AUTHORIZED AGENT (PLEASE PRINT LEGIBLY)

SIGNATURE TITLE DATE

BUSINESS ADDRESS

FEDERAL I.D. NO.

PHONE NUMBER

FAX NUMBER

EMAIL ADDRESS

CUSTODIAL CONTRACT SPECIFICATIONS
FOR

AREAS TO BE SERVICED:

Lawton Street Community Center, 1225 Lawton Street – All office areas, restrooms, corridors, and gymnasium.

FREQUENCY OF SERVICE:

Regular custodial services three (3) days per week.

SERVICES TO BE PERFORMED:

Full custodial service, per the attached specifications

Floor care program will be as specified.

Window washing, inside and out, four (4) times per year. First week of the months of March, May, July, and September.

**LAWTON STREET COMMUNITY CENTER
CUSTODIAL MAINTENANCE CONTRACT
1225 LAWTON STREET**

GYM (Hardwood Floor)	-	4,895 sq. ft.
Areas Carpeted	-	1,180 sq. ft.
Areas Sheet Vinyl	-	5,780 sq. ft.
Areas Ceramic Tile	-	2,050 sq. ft.

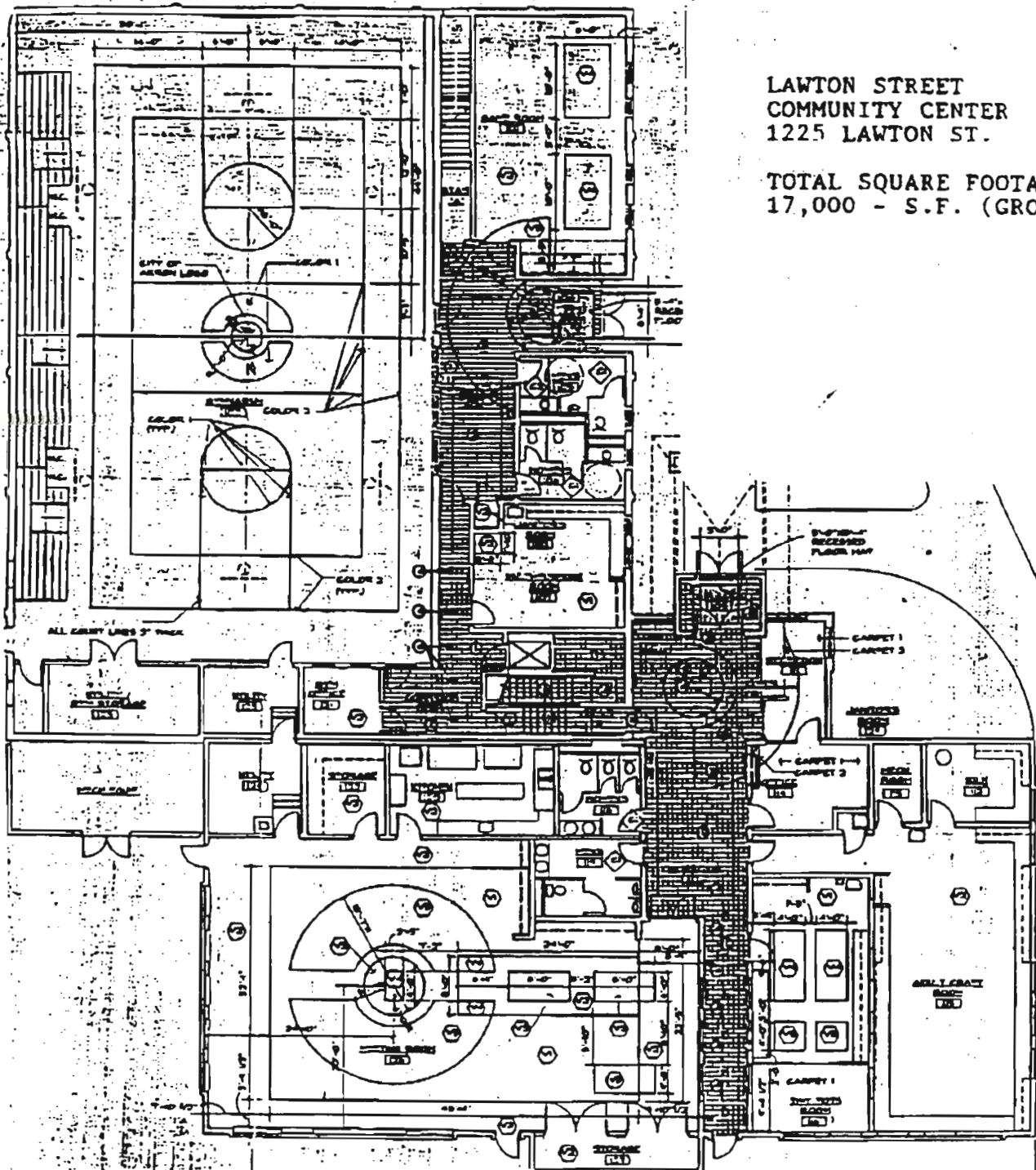
MAINTENANCE OF HARDWOOD GYM FLOOR

SWEEP DAILY with a properly treated dust mop to keep the floor surface free from dust, grit, sand and abrasive particles.

There should be a specific dust mop assigned for this task. **DO NOT** use dust mops that are for general cleaning in the rest of the building.

Be sure to **CLEAN DUST MOPS ROUTINELY**. A dirty mop can make the floor more slippery.





LAWTON STREET
COMMUNITY CENTER
1225 LAWTON ST.

TOTAL SQUARE FOOTAGE
17,000 - S.F. (GROSS AREA)

CITY OF AKRON
BUILDING MAINTENANCE DIVISION
FLOOR CARE PROGRAM

HARD SURFACE FLOORS

Dust Mop	Daily
Damp Mop	Daily
Wet Mop	Weekly
Spray Buff	2 x month
Power Scrub/refinish	2 x year
Strip & Refinish	1 x year

CARPET AREAS

Vacuum	Daily
Spot Clean	As needed
Scrub/extract (traffic areas)	3 x year
Scrub/extract (entire area)	1 x year

RUBBER FLOORS

Sweep	Daily
Mop	Daily
Machine Scrub	6 x year (clean coat with wi-wax)

CONCRETE

Sweep	Daily
Power Scrub/refinish	2 x year (apply 1 coat of finish)
Strip & Refinish	1 x year (apply 3 coats of finish)

CERAMIC TILE, QUARRY TILE, BRICK

Dust Mop	Daily
Wet Mop	Daily
Polish	As needed
Power Scrub/refinish	Every other week

SYNTHETIC SPORT FLOOR

Dust Mop	Daily
Damp Mop	Daily
Power Scrub/refinish	Monthly (Nov. thru April), July & September

HARDWOOD - GYM FLOOR

Dust Mop	Daily
Damp Mop	Daily
Machine clean	As needed

Restrooms and locker room floors will be wet mopped and sanitized daily.
All floor surfaces will have deposit removed daily.
Special attention will be paid to areas along baseboards.

CUSTODIAL MAINTENANCE SPECIFICATIONS

- The contractor shall provide a complete cleaning service to the facility.
- Our standard of cleanliness, using the 'Quality Assurance Program' (see attachment) will determine the frequency of service and applicable maintenance requirements that the contractor will provide.
- The contractor shall maintain the facility at a satisfactory level of cleanliness (100-70%) at all times.

Areas Serviced:

FLOORS - Contractor shall provide, a complete 'Floor Care Program' as described for the facility. The program outlines frequencies of maintaining floors for the following:

All applicable types of flooring as found in offices, lounges, meeting rooms, day care rooms, craft rooms, laboratories, health clinics, locker rooms, restrooms, shower rooms, multi-purpose rooms, gymnasiums, hallways, stairways, entrances, foyers, vestibules and lobbies.

Indoor and outdoor floors are to be swept or vacuumed. All hard surfaces are to have chewing gum and/or other deposits removed by scraping/spot cleaning. Contractor shall pay particular attention to sweeping/vacuuming along baseboards, in corners, etc., and over entire surface.

- A. **FLOORS**, all hard surface floors composed of material such as asphalt, tile, vinyl composition, rubber, etc., except concrete, wood or Sports Turf.
- B. **FLOORS**, Portland cement concrete, painted/unpainted, terrazzo, ceramic tile, quarry tile, marble, brick and granite.

These floor surfaces should be maintained by dust mopping with treated mops.

These floors are to be damp or wet mopped over entire surface. They are to be sanitized daily in conjunction with mopping when located in restrooms, locker rooms and kitchens.

Completely strip and refinish all applicable floors, including coving and/or baseboard.

Floors are to be spray-buffed as described. Floors should be shower scrubbed and refinished as described.

Floors are to be spray-buffed as described. Floors should be shower scrubbed and refinished as described.

C. **FLOORS**, Gymnasium - see attachment.

D. **FLOORS**, Carpet, Carpet Runners, Mats.

These floors are to be vacuumed completely.

Floors are to be vacuumed prior to spot treating and steam extraction cleaning. After steam extraction, the floor shall have the cleaning solutions/water removed by the means of additional wet/dry vacuum, if necessary. The application of anti-soiling agents shall be used.

CARPET CLEANING, STEAM EXTRACTION, SHAMPOOING, ETC.

1. Furnish complete labor, materials, tools, incidentals and appurtenances as required, to clean floor or other carpeting.
2. Cleaning to be done by steam extraction, cylindrical brushing and/or use of wet/dry shampooing.
3. All stains, spots, soiled areas, etc. must be removed **BEFORE STEAM EXTRACTION IS STARTED**. All carpet areas are to be hand-sprayed with a traffic lane spot/soil remover solution and brushed into carpeting. Steam extraction will follow after the application of spot remover pretreatment is complete.
4. Contractor will be required to deodorize carpet to remove objectionable odors (i.e. mildew, musty odors, etc.).
5. Treat carpet with anti-soiling agent such as Scotchguard, etc.
6. The same specifications are applicable for carpet located on surfaces other than floors.
7. All furniture, runners, equipment, etc. must be removed and replaced in original location as required in order to fully complete cleaning of all carpet areas covered under this contract, with the exception of plastic desk chair floor pads which might hinder carpet drying.
8. Inspections of each completed room area shall be made by the owner or his designee for approval/disapproval during or after the cleaning procedure. Contractor must submit a completed Material Safety Data Sheet (M.S.D.S.) for any agents or chemicals used in carpet treatment.

GLASS AND MIRRORS

All glass and plastic window or other surfaces as well as mirrors. Both sides of the windows or other surfaces are to be cleaned. This applies to entry door glass, office partitions, and interior glass on and beside doors. Special attention should be paid to windows, partitions, panels, and doors with lights composed of plastic material and only solutions and accepted cleaning methods should be used on these surfaces.

These surfaces are to be thoroughly cleaned inside and out. Remove smudges and deposits when necessary.

FURNITURE

All chairs, tables, desks, bookcases, file cabinets, credenzas, free-standing cabinets, shelves, lamps, waste containers, coat racks, pictures, etc., to be found throughout the building in all areas. Clean and polish **all** furniture. Remove any accumulated soil prior to polishing. Pay special attention to sides of files, desks, etc., for spots or splashes due to spills. Shampoo fabric chairs.

Empty and wash all waste containers.

Dust desk tops, fabric chairs, metal tables, shelves, racks and cabinets. Wipe clean any glass tops on desks, tables and any other furnishings. Dust all pictures, lamps and miscellaneous items.

FIXTURES AND HORIZONTAL SURFACES

All window ledges, partitions, stalls, door tops, door frames, other sills and ledges, venetian blinds, mini-blinds, light fixtures - incandescent and florescent, ceiling and wall vents, register grilles, ventilating fan grilles, exhaust fan grilles, radiators, radiator covers, bulletin boards, hand towel dispensers, drinking fountains, and telephones to be found throughout the building in all areas.

Light dusting or wet wiping of fixtures noted above to prevent accumulation of dust/soil; wash and disinfect drinking fountains, wipe clean towel dispensers, and telephones.

Dust or wipe clean all applicable fixtures, paying special attention to see that **all** dust, cobwebs, etc. are removed.

Wash all fixtures interior as well as exterior surfaces of lighting surfaces, and **all** other applicable items.

WALLS AND OTHER VERTICAL SURFACES

All walls, partitions, stalls, doors, door frames, cabinets, cupboards, countertops, shelves, tile surfaces, glazed block, painted or unpainted concrete block, brick surfaces, painted plaster/drywall, cork, wallpaper, wooden paneled stucco and other vertical surfaces throughout the building in all areas.

Wash, clean all walls, doors, cabinets, cupboards in areas other than kitchens and restrooms. Dust all unpainted/painted concrete block walls, painted plaster walls, drywall, brick, cork, tile, wallpapered and other vertical surfaces; pay special attention to corners, hanging fixtures, etc. to be sure all cobwebs are removed. Spot clean all wall surfaces, doors, partitions, cabinets, and cupboards.

Wash, clean, scrub, and sanitize all surfaces, partitions, walls, stalls, and countertops in kitchens, restrooms, and locker rooms. Wash all countertops thoroughly.

Clean and wax all paneled wall surfaces. This shall be done with products and methods formulated and applicable to these types of wall surfaces and other vertical surfaces.

RESTROOMS, LOCKER ROOMS, AND SHOWER STALLS

All restrooms and locker rooms as well as the appurtenances such as sinks, showers, toilets, urinals, bright work, lockers, benches, towel dispensers, mirrors and partitions. Also, all sinks in the health clinics, labs, as well as janitor's closets.

Wipe, or wash, clean disinfect and sanitize all sinks, showers, stalls, toilets and urinals. Polish all bright work on all fixtures. Replenish all paper supplies, liquid and/or powdered soap, deodorant blocks, and room deodorizers. Wipe clean exteriors of all towel and soap dispensers and mirrors. Remove any accumulation of powdered or liquid soap on lavatory sinks and countertops.

Wash/disinfect all toilet partitions, lockers, benches and appurtenances. Remove any graffiti on same. Spot clean all locker rooms. Dust all tops of lockers and other horizontal surfaces.

KITCHENS AND/OR LUNCHROOMS

All kitchen areas along with exterior surfaces of appliances such as stoves, sinks, refrigerators, microwave ovens, food warmers, toaster ovens, vent hoods, lunch tables, chairs, countertops and food preparation areas, etc. as found throughout the building in all areas.

Pay special attention to areas where food is consumed or prepared; scrub, wipe clean and/or polish all areas mentioned above and other appliances and bright work.

Scrub, clean range hoods and filters, paying special attention to removing any built-up grease deposits.

Contractor is not responsible for cleaning of vending machines maintained by other vendors.

STAIRS, STAIRWAYS, LANDINGS, AND BUILDING ENTRANCES

These stairs, stairways, landings and other entrance areas are found in all buildings and composed of surface materials such as vinyl, asphalt tile, wood, concrete, painted concrete, steel, and/or covered with rubber stair treads, rubber matting, etc. Care should be exercised during winter months so that salt residue or other de-icing residues are removed from matting, stairs, landings, etc.

Sweep or vacuum stair treads, risers, landings and rubber matting. Wet/damp mop hard surface stair treads, risers, landings, and scrub all applicable surfaces. Wipe and disinfect all handrails and perimeter railings.

All immediate areas to the building entrances are to be clean and free from leaves, debris, snow, etc. All building entrance exterior surfaces are to be cleaned and polished, when applicable.

ELEVATORS (where applicable)

Elevators should be vacuumed and swept, litter and debris removed and disposed of properly. Care should be taken to clean tracks in the floor at the entrance to the elevator below doors, by vacuuming, sweeping, or brushing.

Damp mop tile, terrazzo, brick, vinyl or other hard surfaces daily.

Spot clean all interior wall and door surfaces.

Spot clean all exterior doors and interior doors at each level.

Machine scrub interior hard surface floor material. Remove carpet or mats and machine scrub/clean and allow to dry completely prior to reinstalling.

Polish entire interior wall and door surfaces paying special attention to polishing doors inside and out at each floor or level. Use appropriate polish (i.e. for stainless steel, Formica, acrylics, etc.).

Remove and clean interior light diffuser panels/lenses in cars located on ceilings or walls. Wash, clean and re-install exercising care so as not to damage lenses.

Clean each floor serviced by elevator (doors) and interior of elevator car.

SPECIAL ITEM/TASKS

Any items/tasks unique to a particular building or items needing special attention.

- A. Hospital-grade cleaning in clinic areas.
- B. See attachments

GENERAL INSTRUCTIONS TO CONTRACTOR:

- A. Provide all necessary labor, equipment and materials, such as but not limited to, floor soap, detergent, plastic trash bags, disinfectant, deodorizers, bowl cleaners, cleanser, cleaning sprays, glass cleaner, stripping agents, special cleaners/polishes, polishes, sealers, primers, waxes, mops, assorted mop heads, dust mops, lambs wool applicators, rags, brushes, pads, brooms, vacuums - wet/dry, steam cleaners, floor scrubbers, polishers, buckets, wringers, sponges, squeegees, snow shovels, and all appurtenances and incidentals necessary to complete each item to the satisfaction of the Building Maintenance Division will be provided by the contractor.
- B. Care should be taken to insure only nonslip type floor finish is applied to all floors requiring a finish.
- C. A schedule indicating when special work will be performed must be provided to Facility Management and mutually agreed upon.
- D. Contractor shall furnish and place deodorant blocks for urinals and room deodorizers in restrooms and locker rooms.
- E. Contractor shall place all collected refuse in designated area (where applicable) or remove from premises as directed.
- F. It will be the responsibility of the custodial contractor to place building recyclables in the City of Akron recycle bins for pickup.
- G. No special fee will be paid to the custodial vendor for parking costs, nor will the Building Maintenance Division provide parking space. (where applicable).
- H. Under no circumstances are private vehicles permitted to enter and/or park in garage areas utilized by City vehicles.
- I. Only employees of the contractor shall be permitted on the premises during the shift. No visitors are permitted. The use of City telephones by contract cleaning employees is not permitted.

- J. Custodial work performance and compliance to the contract specifications shall be monitored on a daily basis. The vehicle for this performance measurement shall be the Building Maintenance Division Custodial Maintenance Check List, as well as written documentation supplied to the Building Maintenance Division from City employees at the contract location(s).
- K. Contractor is responsible to report all mechanical and custodial problems directly to the Building Maintenance Division and/or in a daily log kept on the premises of the contract site.
- L. Contractor with less than 5 years commercial experience will not be considered. Contractor will be required to submit a list of current or past commercial accounts with bid documents.

All interested bidders must attend the pre-bid meeting. If they are not in attendance, their proposals will not be considered.

CUSTODIAL SERVICE EVALUATION PROCEDURE

1. A City representative will inspect the area or building being serviced, at least monthly. The contractor will be provided with a copy of the inspection report. It is mandatory that a representative of the cleaning company review the report with the City representative.
2. After the first unsatisfactory rating (below 70%), the contractor will receive a letter of warning from the City representative.
3. After one unsatisfactory rating/warning letter, weekly rating inspections will be conducted by the City representative. If the contractor receives another unsatisfactory rating, a second warning letter will be sent by the City representative and weekly inspections will continue.
4. If the cleaning contractor receives the third unsatisfactory rating, the City representative will recommend to the purchasing agent to send a 30-day cancellation notice to the company as noted in the bid specifications.

QUALITY CONTROL PROGRAM

HOUSEKEEPING INSPECTION LIST

Location: _____ Inspector: _____

Date: _____ Time: _____ Contractor: _____

	<u>S</u>	<u>U</u>	<u>No.</u>		<u>S</u>	<u>U</u>	<u>No.</u>
<u>GENERAL FACTORS</u>							
1. Floors	_____	_____	_____	25. Wastebasket	_____	_____	_____
2. Carpets	_____	_____	_____	26. Pictures	_____	_____	_____
3. Baseboard	_____	_____	_____	27. Blackboard	_____	_____	_____
4. Walls	_____	_____	_____	28. Refrigerator	_____	_____	_____
5. Doors	_____	_____	_____	29. Water fountain	_____	_____	_____
6. Kickplate	_____	_____	_____	30. Extinguisher	_____	_____	_____
7. Radiators	_____	_____	_____	31. Mirror	_____	_____	_____
8. Vents	_____	_____	_____	32. Sink	_____	_____	_____
9. Window sills	_____	_____	_____	33. Toilet	_____	_____	_____
10. Venetian blinds	_____	_____	_____	34. Shower	_____	_____	_____
11. Drapes	_____	_____	_____	35. Urinal	_____	_____	_____
12. Traverse rods	_____	_____	_____	36. Plumbing fixtures	_____	_____	_____
13. Shades	_____	_____	_____	37.	_____	_____	_____
14. Ceilings	_____	_____	_____	38.	_____	_____	_____
<u>FURNITURE AND EQUIPMENT</u>				<u>SUPPLIES</u>			
15. Desks	_____	_____	_____	39. Paper towels	_____	_____	_____
16. Tables	_____	_____	_____	40. Toilet tissue	_____	_____	_____
17. Chairs	_____	_____	_____	41. Soap	_____	_____	_____
18. Computer	_____	_____	_____	42. Waste can liners	_____	_____	_____
19. Phone	_____	_____	_____	43. Sanitary napkins	_____	_____	_____
20. Locker	_____	_____	_____	<u>OTHER</u>			
21. File cabinets	_____	_____	_____	44. Stairs	_____	_____	_____
22. Bookcase	_____	_____	_____	45. Elevators	_____	_____	_____
23. Counters	_____	_____	_____	46. Lights/lamp	_____	_____	_____
24. Partitions	_____	_____	_____	TOTAL			

Percentage Rating (Total No. ÷ items) = _____

**OBSERVER COMMENTS ON ALL UNSATISFACTORY CONDITIONS (INCLUDE NUMBER).
USE BACK IF NECESSARY.**

Grading System

- 10 Excellent**
- 09 Good**
- 08 Fair**
- 07 Satisfactory**
- 0-6 Unsatisfactory**

City of Akron/Building Maintenance Division

QUALITY ASSURANCE PROGRAM

Standard of Cleanliness

1. Floors

1. Clean, free of dust and/or litter
2. No finish buildup or black marks
3. Floor surface looks clean and polished
4. Surface in good repair, no loose tile or other floor damage
5. Floor finish in satisfactory condition

2. Carpet

1. Well vacuumed and lint free
2. Clean in corners, on edges, and all hard to reach places
3. Pile not matted down
4. No outstanding stains or spots
5. Does not need shampooing
6. Carpet in satisfactory condition

3. Baseboards

1. Clean and dust free
2. Top edge and corners clean, dust free, no buildup
3. In good condition

4. Walls

1. All surfaces clean and dust free
2. No fingerprints around light switch
3. No pockmarks from furniture or equipment
4. Plaster, paint, and/or wall covering in good repair

5. Doors

1. Entire door clean and dust free (including top, door stop, and hinges)
2. No marks or fingerprints
3. Hardware clean and in good condition
4. No splash or mop marks
5. No nicks or scratches

City of Akron/Building Maintenance Division

QUALITY ASSURANCE PROGRAM

6. Kickplates

1. Kickplate clean, free of black marks and polished
2. No splash or mop marks
3. No finish buildup

7. Radiator

1. Clean and dust free
2. Area underneath clean
3. Paint not peeling or chipping
4. Pipe free from corrosion

8. Vents

1. Clean and dust free

9. Windows/Sills

1. Windows: streak free and lint free
2. Corners and edges clean
3. Spot free
4. Window frame clean

10. Ceilings

1. All surfaces clean and dust free
2. Plaster, paint in good condition

11. Desk/Tables

1. All outside surfaces clean and dust free; top, bottom, sides and inside the leg area

12. **Telephones***

1. All cords clean and in good condition
2. Dial clean and in satisfactory condition
3. Telephone in correct location

City of Akron/Building Maintenance Division

QUALITY ASSURANCE PROGRAM

4. Wall plug in place and secure to wall
13. Lamps
 1. Base of lamp is free of dirt, dust and fingerprints
 2. No dust on bulbs or shade
 3. Bulb is functioning properly
 4. Cord in good condition
14. Chairs
 1. All chairs are clean, dust free and in safe condition
 2. Vinyl has been washed and wiped dry
 3. Under seat of chair is clean, no gum on bottom, in an appropriate position
15. Computers
 1. Outside case and screen clean and dust free
 2. Cord dust free
 3. In proper position
16. Lockers
 1. Clean, free of all soil
 2. Doors clean, no fingerprints
17. Files
 1. Outside surfaces clean and dust free, no streaks, spots or mopping splashes
18. Bookcases
 1. Frame clean and dust free
 2. Shelves dusted
19. **Counters***
 1. Surface, including corners and edges, dust and lint free

City of Akron/Building Maintenance Division

QUALITY ASSURANCE PROGRAM

20. Cabinets/Shelves

1. Cabinets clean on the outside
2. Free of fingerprints
3. Shelf surface and corners clean

21. Partitions

1. Same as walls

22. **Wastebaskets***

1. Clean inside and outside
2. Correct size plastic liner in place
3. No cracks or burns

23. Pictures/Clocks

1. Frame and glass clean, no dust or film
2. Hung properly

24. Blackboards

1. Writing surface clean and dust free
2. No smears or streaks
3. Frame clean and dust free, including top ledge
4. Eraser clean and in good condition
5. Tray free of chalk dust

25. Refrigerators

1. All outside surfaces clean
2. No spots, grease marks or fingerprints
3. Defrost as needed

26. **Water Fountain***

1. All outside surfaces clean
2. The base is free of spills and dirt

City of Akron/Building Maintenance Division

QUALITY ASSURANCE PROGRAM

3. Handles and control clean and in a sanitary condition
4. Drain works freely
5. Water controls work properly

27. Extinguishers

1. Clean and dust free
2. When enclosed, the glass is clean inside and out
3. The entire cabinet is clean, including frame and ledge

28. Mirrors

1. Clean and in good condition
2. Frame clean and dust free top, sides and bottom
3. Mirror free of splashes, streaks or lint

29. Sinks*

1. Pipes clean
2. Underside clean
3. Overflow and drain clean
4. No buildup or corrosion around fixtures
5. Sink clean and sparkling

30. Toilets*

1. All porcelain surfaces clean
2. Seat clean and free of marks and/or stains, top and bottom
3. Free of corrosion around flusher pipes and hinges
4. Seat securely fastened
5. Flushes properly

31. Showers*

1. Metal handles, pipes and water spout clean
2. Drain free and clean
3. Tile and grouting clean, shiny, free of scum
4. Shower head free of residue
5. Metal fixtures clean

City of Akron/Building Maintenance Division

QUALITY ASSURANCE PROGRAM

6. Shower rod and curtain clean
32. **Urinals***
 1. Same as toilets
33. **Plumbing Fixtures***
 1. All surfaces clean
 2. No buildup around fixtures
 3. Fixtures clean, dust free and polished
34. Paper Towels
 1. Installed properly
 2. Adequate supply
 3. Pulls freely
 4. Dispenser clean and shiny
35. Toilet Tissue
 1. Installed properly
 2. Adequate supply
 3. Rolls freely
 4. Dispenser clean and shiny
36. Soap
 1. Adequate supply
 2. Dispenser clean
 3. Dispenses freely/no drips
37. Walk-Off Mats
 1. Well vacuumed and lint free
 2. No stains or spots
 3. Lies flat, edges taped
38. Ceiling Lights

City of Akron/Building Maintenance Division

QUALITY ASSURANCE PROGRAM

1. Clean and dust free
 2. Globe clean
 3. Bulbs or tubes function properly
 4. Securely attached
39. Exit Lights
1. Clean and dust free
 2. All bulbs functioning properly
 3. Securely attached
40. Stairs
1. Clean and dust free (steps, raises and handrails)
 2. No physical damage
 3. Handrails securely fastened to the wall
41. Elevators
1. Elevator doors, tracks, inside and outside of elevators, walls, floors, etc. clean and free of any waste material and foreign substance
42. Venetian Blinds
1. Clean and dust free
 2. Hung properly
43. Drapes and Shades
1. Clean and dust free
 2. Hung properly
 3. No holes, tears or faded fabric
44. Traverse Rods
1. Clean, dust free, rust free
 2. Securely mounted

City of Akron/Building Maintenance Division

QUALITY ASSURANCE PROGRAM

***Disinfect with germicide detergent**

Note: Only germicide detergent to be used in cleaning restroom walls.